

## FOR OFFICIAL USE ONLY

NSA review completed

25 March 1968

### Memorandum to Members of the COINS Evaluation Panel

Enclosed for your information are the following items:

1. The agenda for our meeting on 4 April
2. Minutes of our meetings of 7 March and 21 March for approval or modification at the next meeting
3. Copy of the panel report I have submitted for inclusion in the COINS semiannual report that is due as of the end of March. If you have any objection to anything in this report, please let me know immediately as there might still be time to make a change.
4. A copy of my first stab at an outline of our report and plan. If any of you have an outline too, you may wish to distribute it directly to the members; or, as an alternative, you might let me have your comments on the attached outline -- and I'll put together a collection of comments.

STAT

DIA Review Completed.

FOR OFFICIAL USE ONLY

**FOR OFFICIAL USE ONLY**

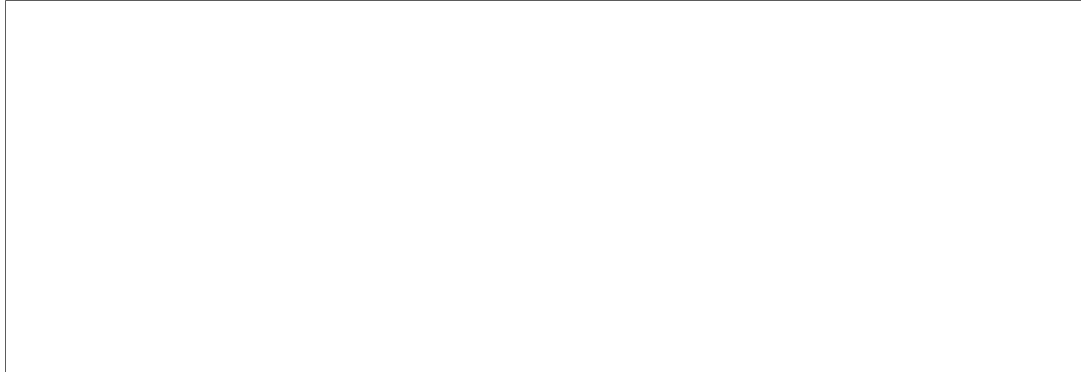
COINS EVALUATION PANEL

Minutes of Meeting of 21 March 1968

0900-1130 Hours, B. Bldg., DIA, Arlington, Va.

Present:

STAT



1. Report of the CODIB Panel on Files for Use in COINS. The COINS Evaluation Panel was asked by CODIB to review the subject report and to indicate whether the plan for gathering and analyzing data on the performance and use of COINS could be restricted to the set of ten files recommended by the CODIB Panel for inclusion initially in the COINS "experiment," although other files will also be available in the system. The Evaluation Panel agreed unanimously on the following response to CODIB:

In order to evaluate the performance of the COINS hardware/software subsystem, all the activity in the system must be considered. It is not technically feasible to make statistical analyses and estimates of performance characteristics on the basis of partial knowledge of the input to, and traffic within, a system.

Data on any restricted set of files can be presented separately if desired. But data on the other files in the system will also be available.

The planned in-depth interview study of system utilization and user reaction could be limited to users of the restricted set of files, but the Evaluation Panel believes that decisions on the composition of the interview samples should be deferred until some data on actual use of the files in the system are available. At present, we know relatively little about what constitutes a useful file; we would not wish, therefore, to restrict the field of view too soon.

**FOR OFFICIAL USE ONLY**

**FOR OFFICIAL USE ONLY**

With respect to the CODIB Panel's criteria 2 and 3, it would appear to be most important in selecting a file for inclusion in COINS to examine the present interagency communication relative to the data in question and to develop estimates of the numbers of queries that might be expected from interested agencies.

2. COINS Environmental Report. The Panel discussed [ ]

[ ] list of questions on terminal location, assistance, training, previous experience, etc. on which the participating agencies will be asked to provide descriptive information. The Panel expressed concern over the slow progress with respect to training and agreed that the Panel chairman should inform the COINS Committee chairman of this concern. Unless considerable progress on training is made before 1 July, we may be in the position of gathering data on the use of COINS when, in fact, relatively few persons in the community will have been taught how to use it. By 1 July, there should be at least one person at each terminal who knows how to use the system and to query the files in other agencies. [ ] will proceed to develop in more detail the plan for gathering information from the agencies on environmental factors affecting use of COINS.

3. User Log Form. [ ]

[ ] circulated a sample log form on which he had made provision for data needed for analysis of both performance and user reaction. After discussion of the advantages and disadvantages of log sheet and questionnaire formats, it was agreed that the questionnaire format would be simpler for the user. [ ] said that he could make a template overlay for the form that would facilitate the job of the keypuncher in converting the check marks to coded form. [ ] will prepare the final draft of the terminal log (questionnaire) form, which will then be tried out on some present COINS users.

[ ] raised a question about the advisability of having regular users of COINS continue to fill out log sheets for a whole year. The Panel agreed that there is no need to continue to gather data from the same users after they have filled out enough forms to make predictions possible. The best procedure here is still to be decided. It was suggested that perhaps such frequent users should be included in one of the in-depth interview samples - - given an "exit" interview, so to speak, and then excused from filling out additional log forms.

4. In-depth Interviews. [ ]

[ ] distributed copies of a COINS evaluation interview guide, which the panel agreed was an excellent beginning. He indicated that some interviewing will take place at periodic intervals throughout the year; that analysis of the log data will

**FOR OFFICIAL USE ONLY**

**FOR OFFICIAL USE ONLY**

help to determine who is to be interviewed; and that the plan should be to give attention first to the heavy users. Development of this portion of the plan in more detail will be continued. The question of who will do the interviewing and analysis of the results is still to be resolved.

5. Plan Framework. It was agreed that several of the panel members would prepare for consideration at the next meeting an outline of the over-all framework of the plan that is under development.

25X1 6. Visit to COINS Switch. The panel visited the data processing center where  explained the operation of the COINS Switch.

7. Next Meeting. The next meeting will be at 0930 hours on 4 April, Room 517, Ames Center Building, Rosslyn.

**FOR OFFICIAL USE ONLY**

## COINS EVALUATION PANEL

### Agenda

4 April 1968, 0930 hours  
Room 517, Ames Center Building  
1820 N. Fort Myer Drive, Rosslyn

1. Approval of minutes of 7 March and 21 March
2. Outline of the Panel's report and plan
3. Present status of components of plan
  - a. User log form
  - b. Statistical analysis of performance data and of minimal data on use and user reaction
  - c. In-depth interviews
  - d. Environmental conditions affecting use

**FOR OFFICIAL USE ONLY**

FOR OFFICIAL USE ONLY

COINS EVALUATION PANEL

Minutes of Meeting of 7 March 1968

0930-1200 Hours, Ames Center Building, Rosslyn

Present:

STAT

1. Approval of minutes. The minutes of the meetings of 6 and 21 February were approved.

2. Hardware/software subsystem performance.

STAT

discussed the outlines of the plan for gathering and analyzing data on performance of the hardware/software subsystem which had resulted from his discussions with

STAT

He proposed (1) to count the number of "non-responses" per week, (2) to gather certain data at each user terminal by means of a log form, of which a sample was distributed, and (3) that three questions be answered from the available data.

The terminal logs would be used to gather such data as time query entered, time response received, file name, and office symbol. The Panel discussed the use of query identification (reference) numbers. It was agreed that some form of unique reference number must be present in order to allow tracing the history of a query and response through the entire system; and that participating agencies must devise some way of relating the terminal log data to the reference numbers. In addition, it was agreed that the user's name or identification should be associated with the number.

The three questions to be answered from the data gathered are: (1) What is the actual response time for each query? (2) What is the difference between the expected and the actual response times? (3) Where and why did the delay occur? Since delays in obtaining responses could be caused either at the Switch or in the retrieval

FOR OFFICIAL USE ONLY

Approved For Release 2007/10/19 : CIA-RDP80B01139A000100110013-7  
 process, each participating agency should supply needed information on the load on each file, external to the COINS system. [ ] will discuss this requirement with those responsible for the operation of the agency retrieval systems to determine how this information can best be obtained.

There was general discussion of an evaluation schedule. It was agreed that the schedule should extend over a year beginning with July 1968. Three parts of a schedule should be spelled out: (1) how often and when each kind of data should be collected, (2) when and by whom the recurring analyses should be performed and (3) when and to whom the reports should be submitted. It was suggested that the panel should receive a report each month; and that results of the statistical analyses should be forwarded to the COINS Committee and CODIB at the end of every two-month period. The changeover to the new 360-system Switch has been scheduled for 30 September 1968; it will be well, therefore, to have performance data both before and after the changeover. The comment was made that it would be helpful to the Panel to know more explicitly what decisions might be made on the basis of the periodic analyses of the performance and use data.

[ ] raised the question of systems security, which had not been included in the present outline of the plan for evaluating performance. It was agreed that this Panel would not consider systems security and that the COINS community should rely on the DOD/ARPA committee on security chaired by [ ] for guidance on security requirements and test procedures.

3. In-Depth Interviews. [ ] presented specific questions which should be answered by direct interviewing of both users and non-users of COINS. The general goals of the interviewing would be to determine the adequacy of service and the requirements of the users and potential users. The interviewing should include job analysis (Why does your job require COINS?), actual experience with the system (both favorable and unfavorable), adequacy of training, and deficiencies of the system (files, response time, query languages). It is not clear who is to do the interviewing. Perhaps experts in each file subject should be chosen and trained in simple methods of interviewing and then given lists of interviewees to contact.

4. User Log Format. [ ] discussed a sample "COINS User Log Form" which had been distributed to the Panel. Certain changes were suggested by the Panel in the wording of the

FOR OFFICIAL USE ONLY

FOR OFFICIAL USE ONLY

Form and it was suggested that the Form should be combined with the machinable format proposed by [REDACTED] Thus, data on both the user-file system and the hardware system could be obtained at the same time and in a format convenient for later machine processing.

STAT

5. Environmental Conditions. [REDACTED] handed out notes on factors in the environment which will affect the use of the system, which will be discussed at the next panel meeting.

STAT

FOR OFFICIAL USE ONLY